

Assist Solutions Powers
**Secure, Scalable
Network Services** for
Global Clients with
NETGEAR® Insight



Assist Solutions

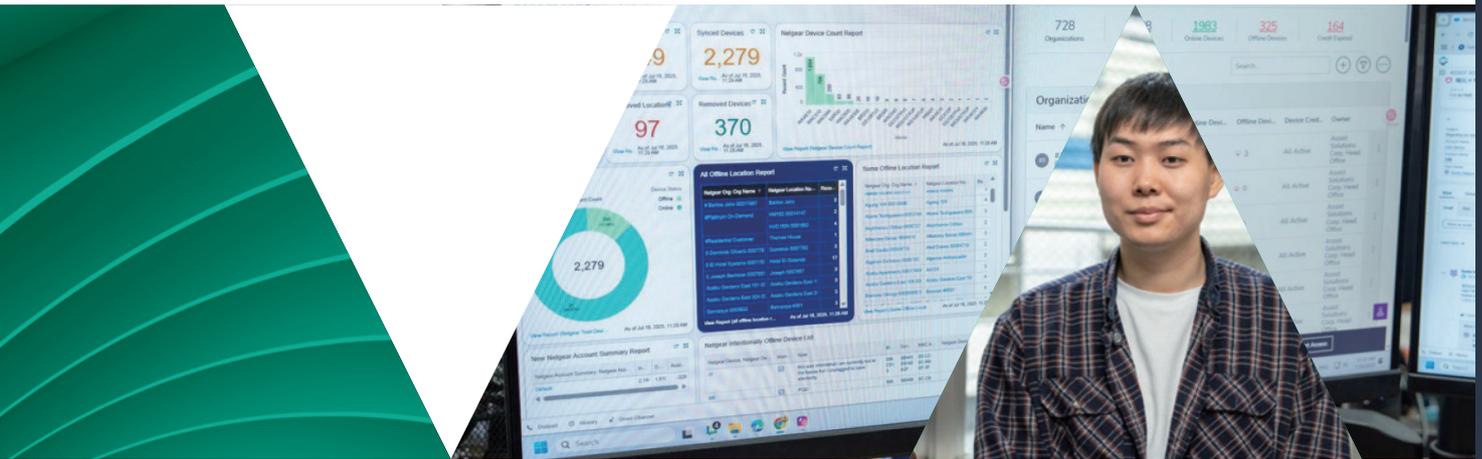


Assist Solutions Co., Ltd., based in Japan, built its reputation on serving a discerning international clientele—embassies, diplomats, and expatriates who rely on the company for secure, reliable, and responsive network services. This is a world where expectations are uncompromising and where security, stability, and seamless operation aren't luxuries—they're non-negotiable. The challenge for Assist Solutions lay in managing thousands of devices across geographically dispersed locations, all while supporting users who expected everything to “just work.” The status quo was no longer good enough.

Rising to the Challenge

In the early days, the support model at Assist Solutions reflected the tough conditions of their mission. Every configuration change or troubleshooting step meant sending an engineer on-site, resulting in delayed response times and mounting operational costs. It wasn't just about logistics—it was about risk. Managing device licenses and API tokens was a manual, error-prone chore. The risk of unexpected service interruptions loomed large, especially for clients whose operations depended on network reliability. On top of that, many products in the Japanese market lacked the robust English interfaces that global users depend on, and the company's workflows were tangled in inefficient silos. Customer information and network data lived in separate systems, creating duplicate work and introducing needless friction.

The lack of unified management and slow support escalations held the business back just when its clients needed it most. Assist Solutions' service teams bore the weight of bottlenecks, with support staff often unable to resolve even basic issues without tapping technical engineers—who should be focused on tackling more complex challenges. Vendor support, slow to respond, only compounded the difficulty of building new automations or integrations at the pace their clients demanded.



“The biggest benefit is time savings. In the past, we had to make onsite visits, but now we can remotely troubleshoot. Thanks to Salesforce integration, our CS team can handle many issues, leaving only complex problems for technical engineers.”

Narantuya Tumurbalsa, Full-Stack Engineer at Assist Solutions

The NETGEAR Insight Shift

Change came with the decision to move to NETGEAR Insight. More than a platform, Insight represented a new way of thinking—one that emphasized clarity, operational control, and reliability. By combining the power of cloud-managed networking and robust API integration, Assist Solutions could finally bring together the disparate parts of their business to work as one cohesive whole, anchored by a single, authoritative source of truth: Salesforce.

The transition started with a pilot across select customer sites. By deploying Insight-managed devices and centralizing remote monitoring, the team validated that a technician no longer needed to visit a client's site for every routine change. Day-to-day management, configuration, and troubleshooting now happened from a single, intuitive dashboard.

But the real breakthrough arrived with the API-driven integration between Salesforce and NETGEAR Insight. Every time a customer or device was created or updated in Salesforce, the changes flowed automatically to the network platform—no more redundant entry, no more out-of-sync systems. Meanwhile, real-time status information and alerts from thousands of devices made their way back into the heart of the business. Customer support teams gained direct insight into network health, allowing them to triage and resolve most issues without delay or escalation.

Anticipating issues before they disrupt service became possible, too. Continuous API monitoring of licenses and tokens meant that when a threshold approached—say, 80% of token usage—automated alerts prompted the team to renew in advance. In this new world, accidental downtime faded into the background.

Roles shifted in line with these new capabilities. Customer support teams, empowered by intuitive tools and up-to-date dashboards, now resolved many of the everyday questions that once waited in the engineering queue. Technical engineers focused their expertise where it really counted—escalated, complex issues demanding deep technical insight. Assist Solutions' workflows streamlined. Their team's expertise was leveraged, not wasted.





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“NETGEAR assigns technical teams quickly when needed, and their international support model is a key strength. Combined with the product reliability, brand recognition, and competitive pricing, these are the reasons we continue choosing NETGEAR.”

Daisuke Nagakawa , CEO at Assist Solutions

A Transformation with Measurable Impact

The result was more than just smoother workflows. The number of on-site visits plummeted, replaced by confident remote troubleshooting that put control back in the hands of the support staff. Response times sped up, keeping pace with the dynamic needs of high-stakes clients. With a fully unified view of both customer and device status, every team operated from the same authoritative data, eliminating mistakes and misplaced effort.

Risk, previously a constant concern, receded. Proactive alerts around license and token usage meant the company never faced a surprise interruption of service. And for end users—those embassies, diplomats, and globally fluent professionals—the sense of trust and stability only grew. Every connection, every experience, simply worked as expected.

The business impact extended farther. With streamlined workflows, reduced truck rolls, and smarter allocation of expertise, operational costs dropped. The new platform scales effortlessly as new global clients come on-board, and the total cost of ownership fell even as the quality of service rose.

Underlying all this is a partnership with NETGEAR that feels dependable by design. Support teams respond quickly, often in just a day or two. The confidence that comes from knowing reliable help is always at hand clears the way for sharper focus and continued growth.

When asked about the change, Narantuya Tumurbalsa, Full-Stack Engineer at Assist Solutions, summed it up simply: “The biggest benefit is time savings. In the past, we had to make onsite visits, but now we can remotely troubleshoot. Thanks to Salesforce integration, our CS team can handle many issues, leaving only complex problems for technical engineers.”

CEO Daisuke Nagakawa offered his own take: “NETGEAR assigns technical teams quickly when needed, and their international support model is a key strength. Combined with the product reliability, brand recognition, and competitive pricing, these are the reasons we continue choosing NETGEAR.”



NETGEAR INSIGHT

Lessons for Service Providers

For growing managed service providers, the Assist Solutions journey is a clear example of what's possible with the right platform. Investing in API-driven integration isn't just about automating a few steps—it's about eliminating business risks and delivering customer value at scale. Token management and proactive alerting secure your workflows. Empowering front-line support with intuitive tools unleashes efficiency. For international clients, English-ready user interfaces foster confidence and trust. And the strength of a global partner like NETGEAR ensures your team can solve challenges quickly and move forward without hesitation.

Unlock Effortless Network Management

NETGEAR Insight enables service providers to deliver secure, reliable, and scalable networks without complexity. Discover how the platform simplifies management and supports your growth—or contact our team to move your business forward.

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